From: Stephen Best
To: Esther Rahman; Flock Safety Support
Cc: brendon.norton@flocksafety.com; Tee Jane Teh; libby.landers@flocksafety.com; Eligio Lara; jake.sherman@flocksafety.com; Michael Balcorta; Stephen Best
Subject: RE: Download Images as ZIP still not working
Date: Thursday, June 27, 2024 12:38:10 PM

If you'd like to add me sbest@cityofsantamaria.org I will test it out when I get a chance…otherwise, I'll check it out on Tuesday.
If any of the other people you cc'd want to try it, they'll send you an email.

Thank you.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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From: Esther Rahman <esther.rahman@flocksafety.com>
Sent: Thursday, June 27, 2024 12:32 PM
To: Flock Safety Support <support@flocksafety.com>
Cc: Stephen Best <sbest@cityofsantamaria.org>; brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: Re: Download Images as ZIP still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi Corporal Best,

My name is Esther and I manage our Search experience here. So right now, we're beta-ing a new search experience that removes the infinite scroll experience you have, which we suspect is messing up the image downloads. We're going fully live with the new features on Tues 7/9 but if you'd like the experience now, can you send me a list of users (email addresses)?

On Wed, Jun 26, 2024 at 6:47 PM Flock Safety Support <support@flocksafety.com> wrote:

> I am looping in our wonderful Product Manager, Esther, to provide you with an update on our new Search experience.
>
> She will be reaching out shortly with more details.
>
> Thank you again for your patience!
>
> -Rhianna
>
> ---------- Original Message ----------
> **From:** Flock Safety Support [support@flocksafety.com]
> **Sent:** 6/18/2024, 1:20 PM
> **To:** sbest@cityofsantamaria.org
> **Cc:** brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
> **Subject:** RE: Download Images as ZIP still not working
>
> Thank you! I am going to ask our engineers to take a look. I will let you know as soon as I have heard back.
>
> -Rhianna
>
> ---------- Original Message ----------
> **From:** Stephen Best [sbest@cityofsantamaria.org]
> **Sent:** 6/18/2024, 6:05 AM
> **To:** libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
> **Cc:** elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
> **Subject:** RE: Download Images as ZIP still not working
>
> ….I remembered Mr. Howell mentioned there was a 100 limit on the image download so I changed my search times a bit and got 88 objects.
> I used the "Download Images as ZIP" and this time got better results. My zip contained 154 pictures (much better).
> FYI
>
> Corporal Stephen L. Best
> Santa Maria Police Department
> 1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491
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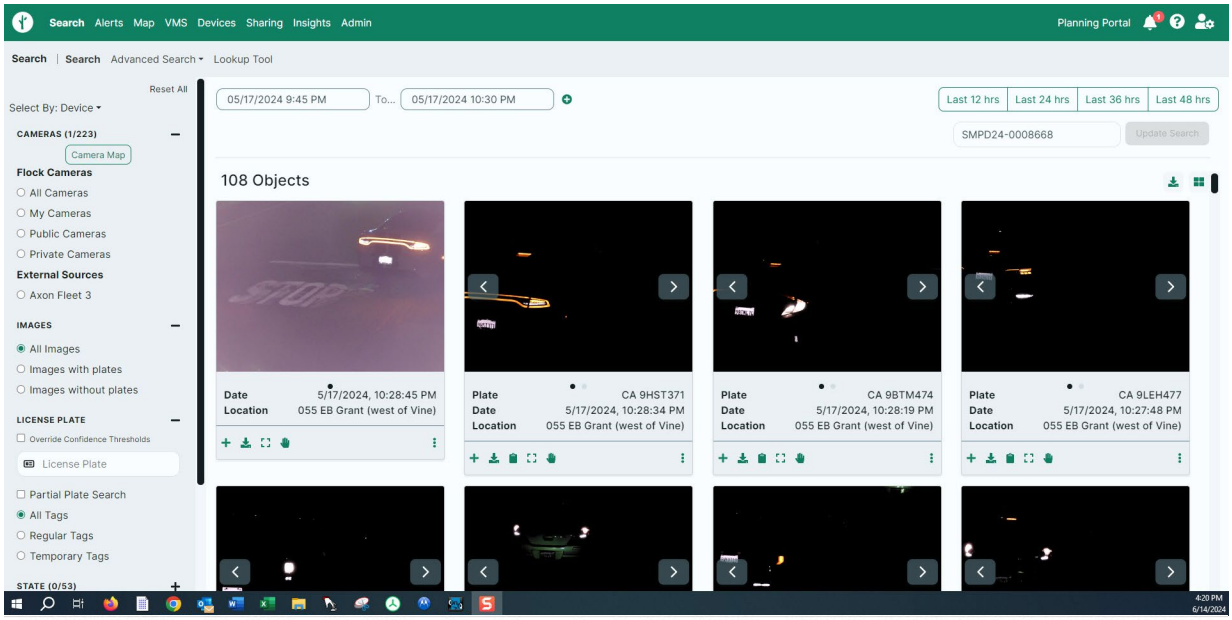
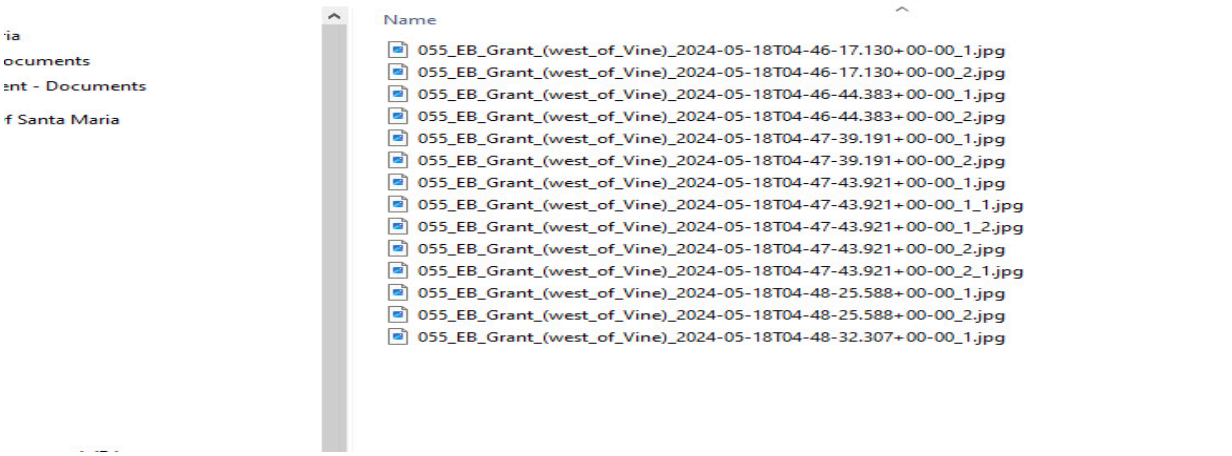
From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, June 14, 2024 4:40 PM
To: Flock Safety <support@flocksafety.com>; Libby Landers <libby.landers@flocksafety.com>; Jake Sherman <jake.sherman@flocksafety.com>; brendon.norton@flocksafety.com
Cc: Eligio Lara <elara@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Tee Jane Teh <tteh@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: Download Images as ZIP still not working

Back in February of 2024 I reported the "Download Images as Zip" was not working properly. Not getting the majority of the images presented in the search results.
I was working with Chris Howell on the problem.
Recently my Crime Analyst reported the problem still exists. I was unable to verify it at the time.
Today I was trying to document the vehicles in the area when our Condor camera got shot. I searched the nearest Flock Camera "055 EB Grant" for 5/17 2145-2230 Hrs. and got 108 objects.
I downloaded the "Metadata as CSV" and it appears to have 108 entries (Good!) but my "Download Images as a ZIP" resulted in 14 images (epic fail).
I even scrolled all the results to make sure they populated before doing the download.

Please continue to work on this issue. Thanks





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To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.

thread::WetUOP5tIna8z42HDN-c5g4::

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Esther Rahman
Senior Product Manager
Flock Safety
(m) 334-669-7110 | esther.rahman@flocksafety.com

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